

FIG. 1

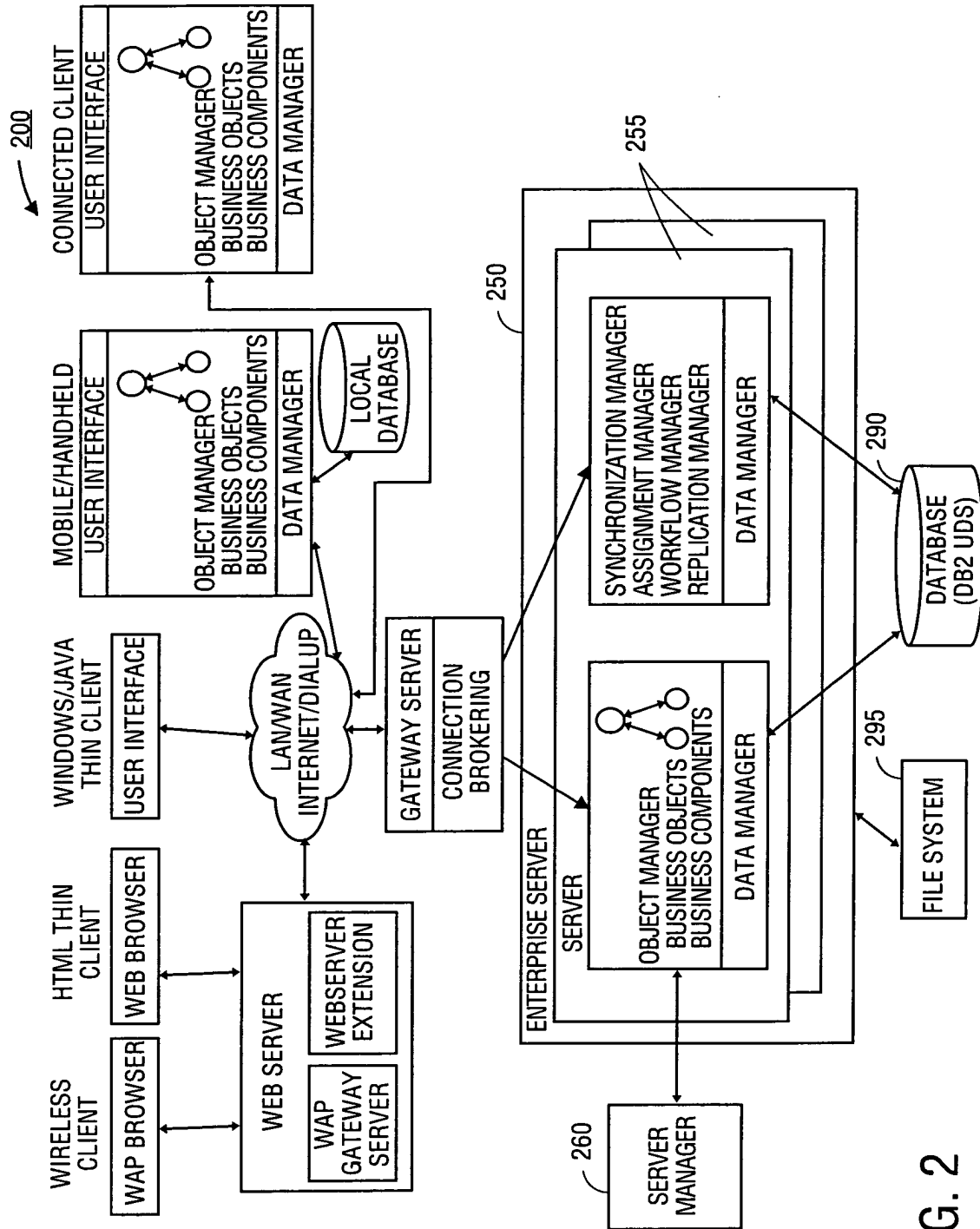


FIG. 2

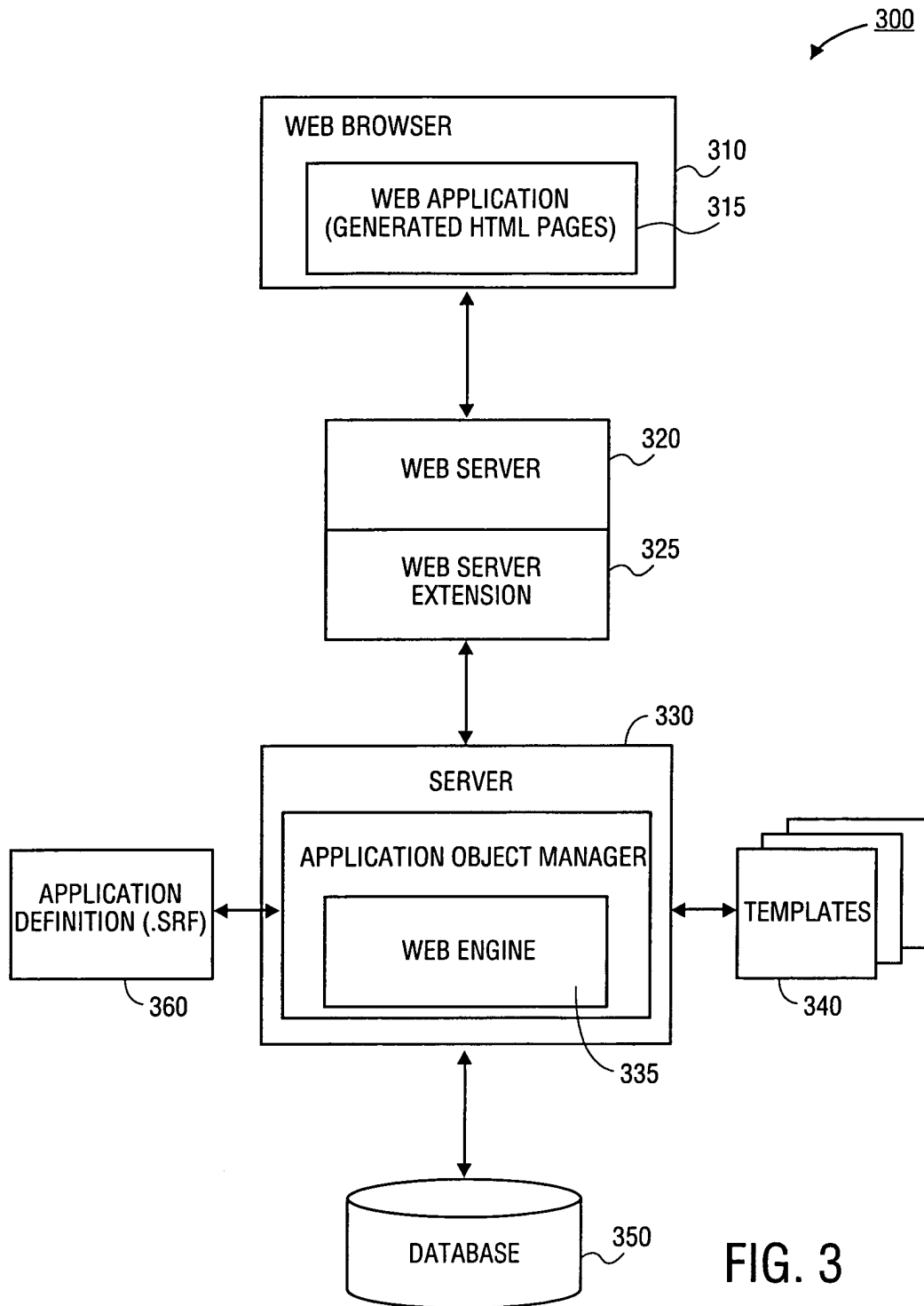


FIG. 3

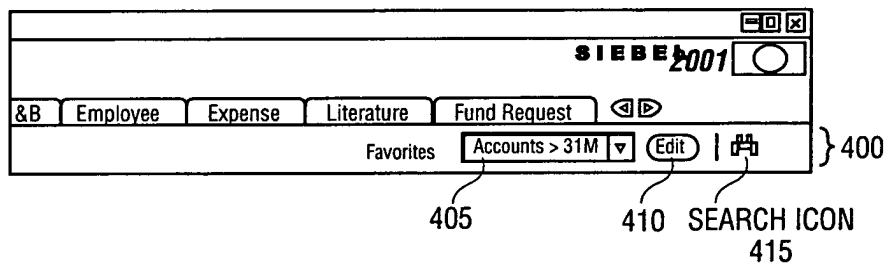


FIG. 4

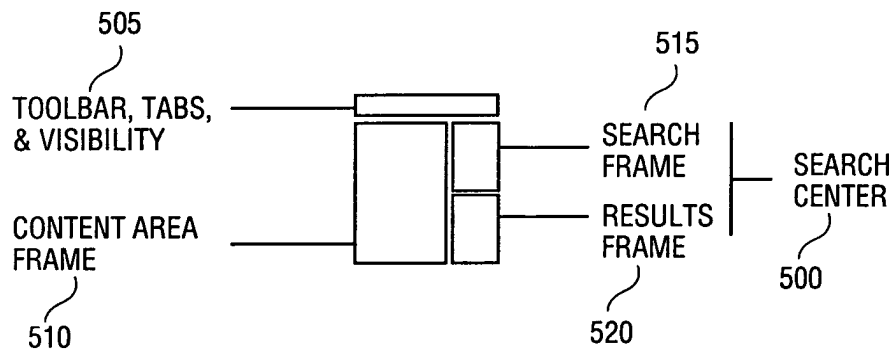


FIG. 5

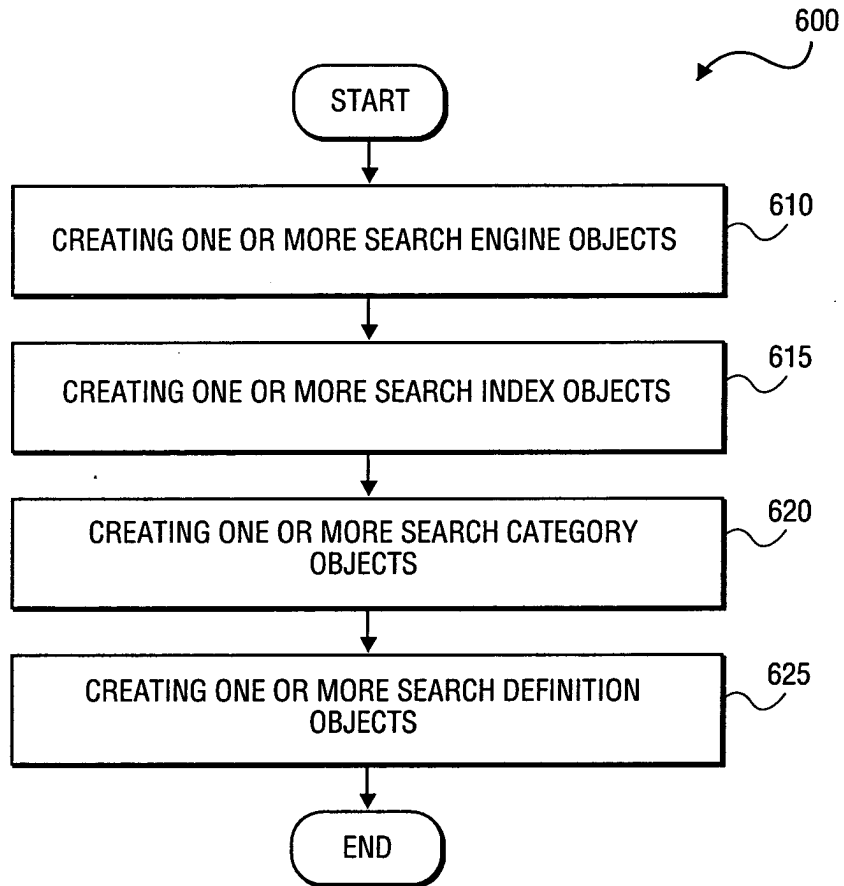


FIG. 6

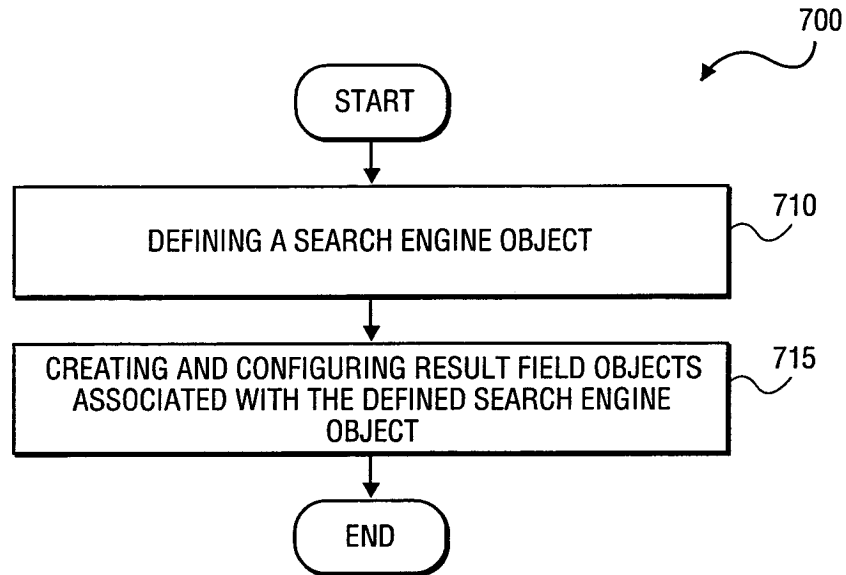


FIG. 7

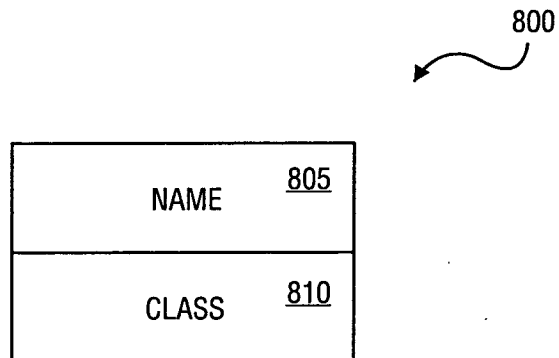


FIG. 8



Application No. 09/883,776  
Reply to Notice Regarding Drawing Jan. 6, 2006  
Replacement Sheet

900  
↙

COLUMN NAME	<u>905</u>
CREATE COLUMN FLAG (OPTIONAL)	<u>910</u>
DATA TYPE (OPTIONAL)	<u>915</u>
INDEX MODE (OPTIONAL)	<u>920</u>
NAME	<u>925</u>
TEXT LENGTH (OPTIONAL)	<u>930</u>
TYPE	<u>935</u>

FIG. 9

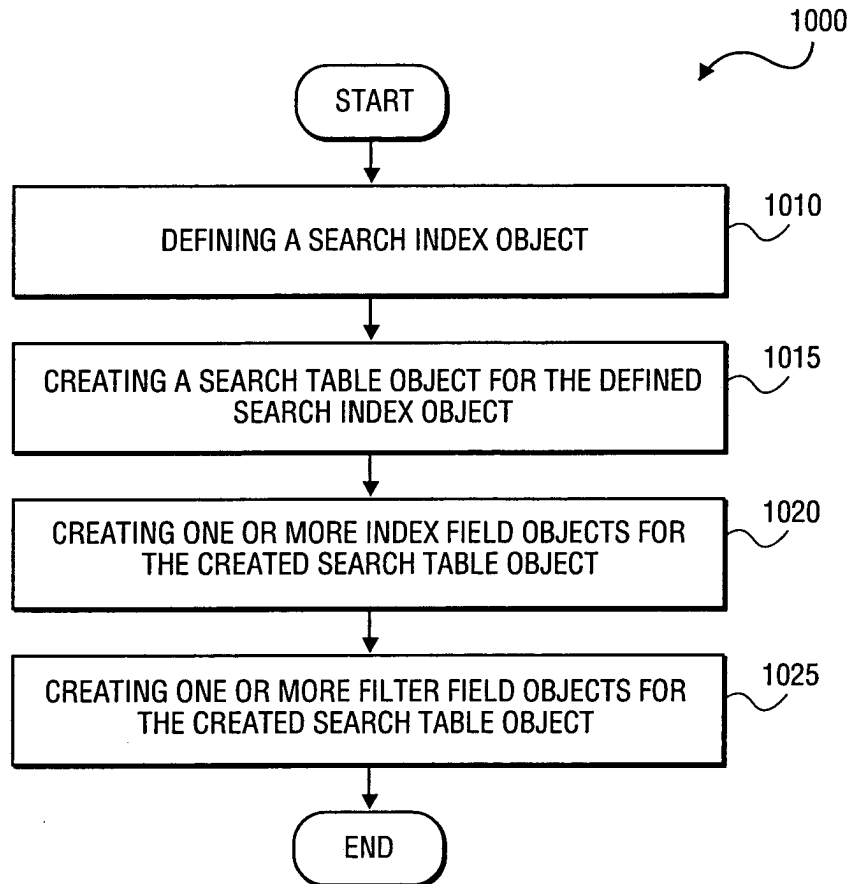


FIG. 10





Application No. 09/883,776  
Reply to Notice Regarding Drawing Jan. 6, 2006  
Replacement Sheet

1100  
↙

NAME	<u>1105</u>
INDEX BUSINESS COMPONENT	<u>1110</u>
DATABASE TABLE FLAG	<u>1115</u>

FIG. 11

1200  
↙

TABLE NAME	<u>1205</u>
ENGINE	<u>1210</u>

FIG. 12

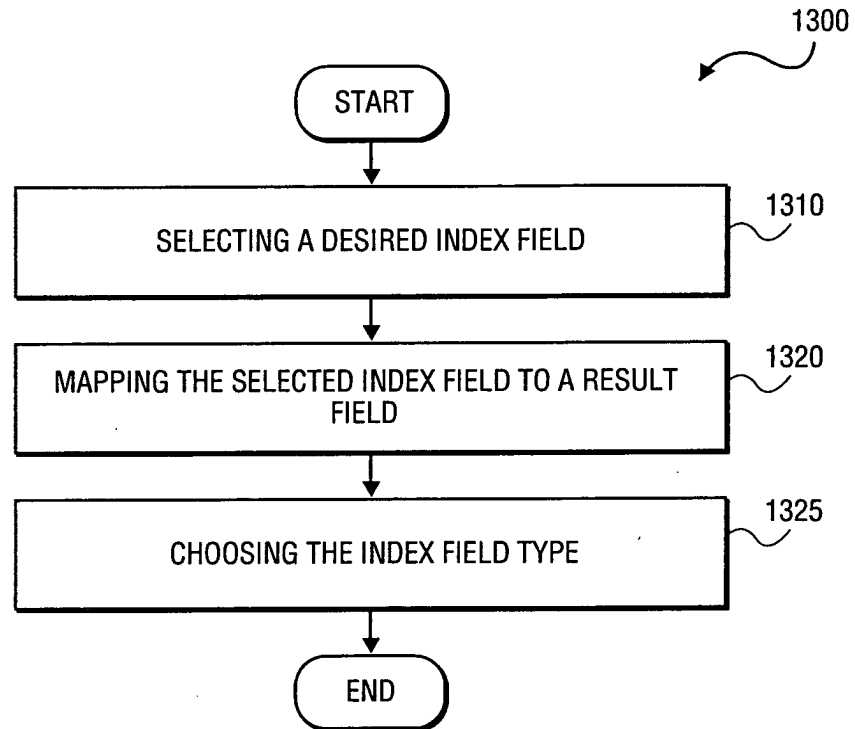
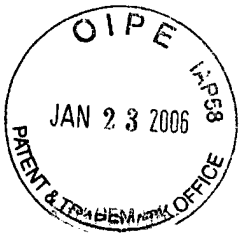


FIG. 13



1400

BUSINESS COMPONENT FIELD	<u>1410</u>
RESULT FIELD (OPTIONAL)	<u>1415</u>
INDEX FIELD TYPE (OPTIONAL)	<u>1420</u>
SEQUENCE	<u>1425</u>

FIG. 14A

1450

NAME	<u>1455</u>
COLUMN NAME	<u>1460</u>
DATA TYPE (OPTIONAL)	<u>1465</u>
INDEX MODE (OPTIONAL)	<u>1470</u>
SEQUENCE	<u>1475</u>
TEXT LENGTH (OPTIONAL)	<u>1480</u>

FIG. 14B

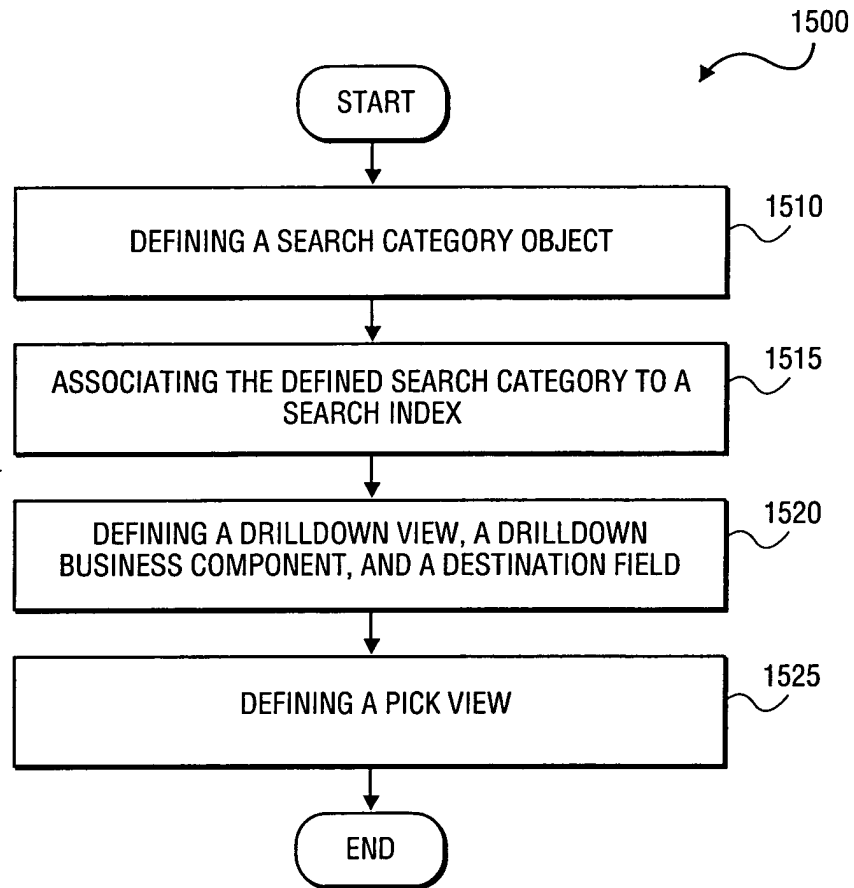


FIG. 15



1600  
↙

NAME	<u>1605</u>
SEARCH INDEX	<u>1610</u>
DRILLDOWN BUSINESS COMPONENT (OPTIONAL)	<u>1615</u>
DRILLDOWN VIEW (OPTIONAL)	<u>1620</u>
RESULT IDENTIFIER (OPTIONAL)	<u>1625</u>

FIG. 16



1700

APPLET	<u>1705</u>
VIEW	<u>1710</u>
NAME	<u>1715</u>
DESTINATION FIELD (OPTIONAL)	<u>1720</u>

FIG. 17

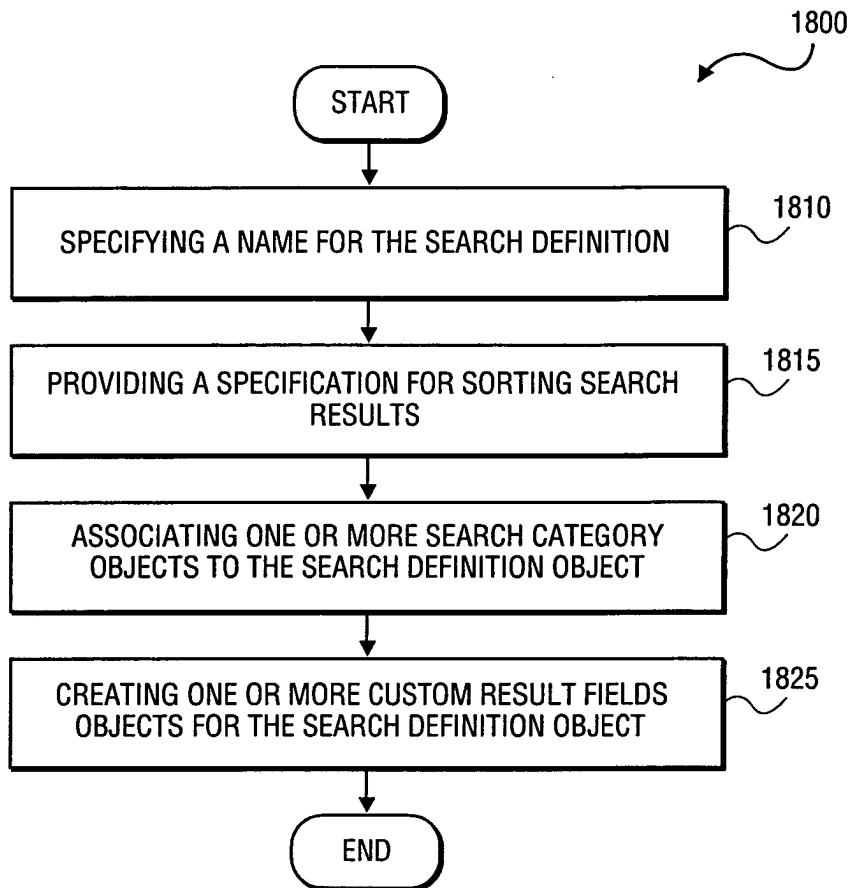


FIG. 18A

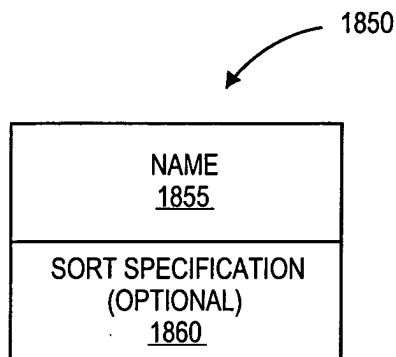


FIG. 18B



Application No. 09/883,776  
Reply to Notice Regarding Drawing Jan. 6, 2006  
Replacement Sheet

1900

NAME	<u>1905</u>
DISPLAY NAME	<u>1910</u>
FILTER SEARCH SPECIFICATION (OPTIONAL)	<u>1915</u>
USE FILTERED SEARCH (OPTIONAL)	<u>1920</u>
SEQUENCE (OPTIONAL)	<u>1925</u>

FIG. 19





2000  
↙

DISPLAY NAME (OPTIONAL)	<u>2005</u>
DISPLAY FORMAT (OPTIONAL)	<u>2010</u>
NAME	<u>2015</u>
SCALING FACTOR (OPTIONAL)	<u>2020</u>
SEQUENCE	<u>2025</u>
TEXT ALIGNMENT (OPTIONAL)	<u>2030</u>
USE IN SEARCH (OPTIONAL)	<u>2035</u>
VISIBLE (OPTIONAL)	<u>2040</u>
WIDTH (OPTIONAL)	<u>2045</u>

FIG. 20

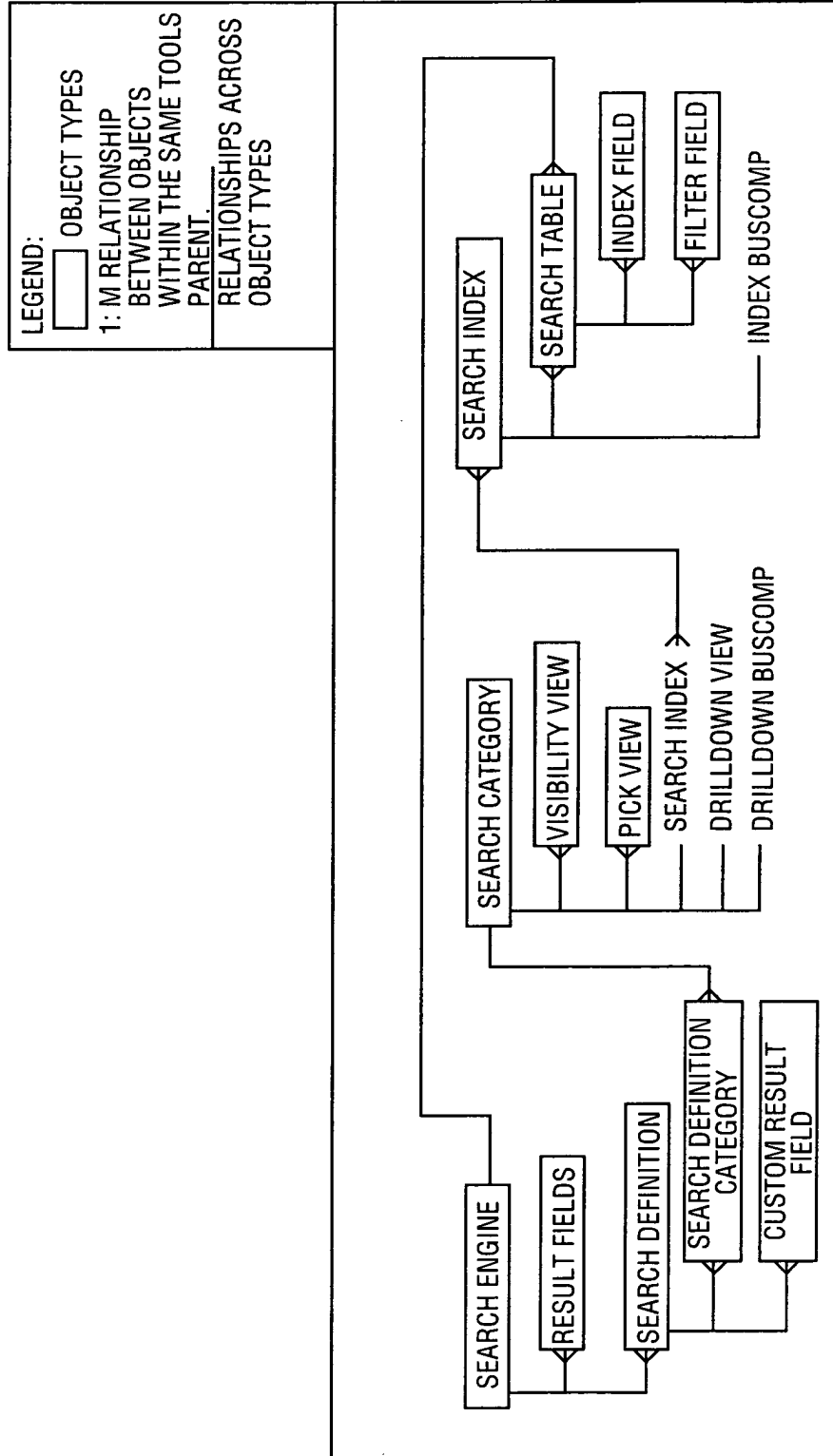


FIG. 21

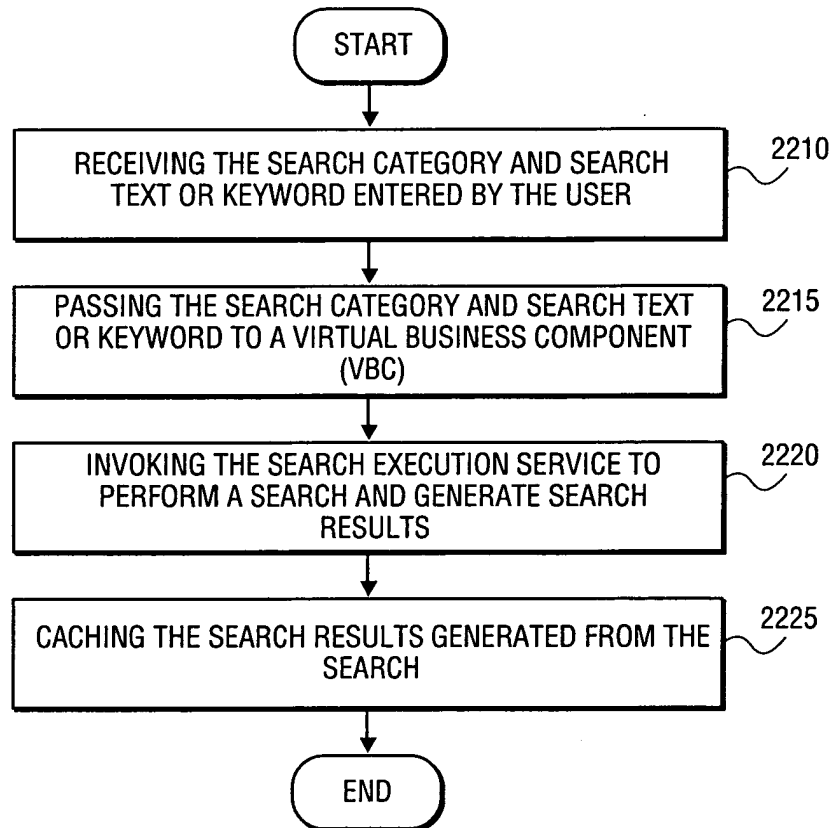


FIG. 22

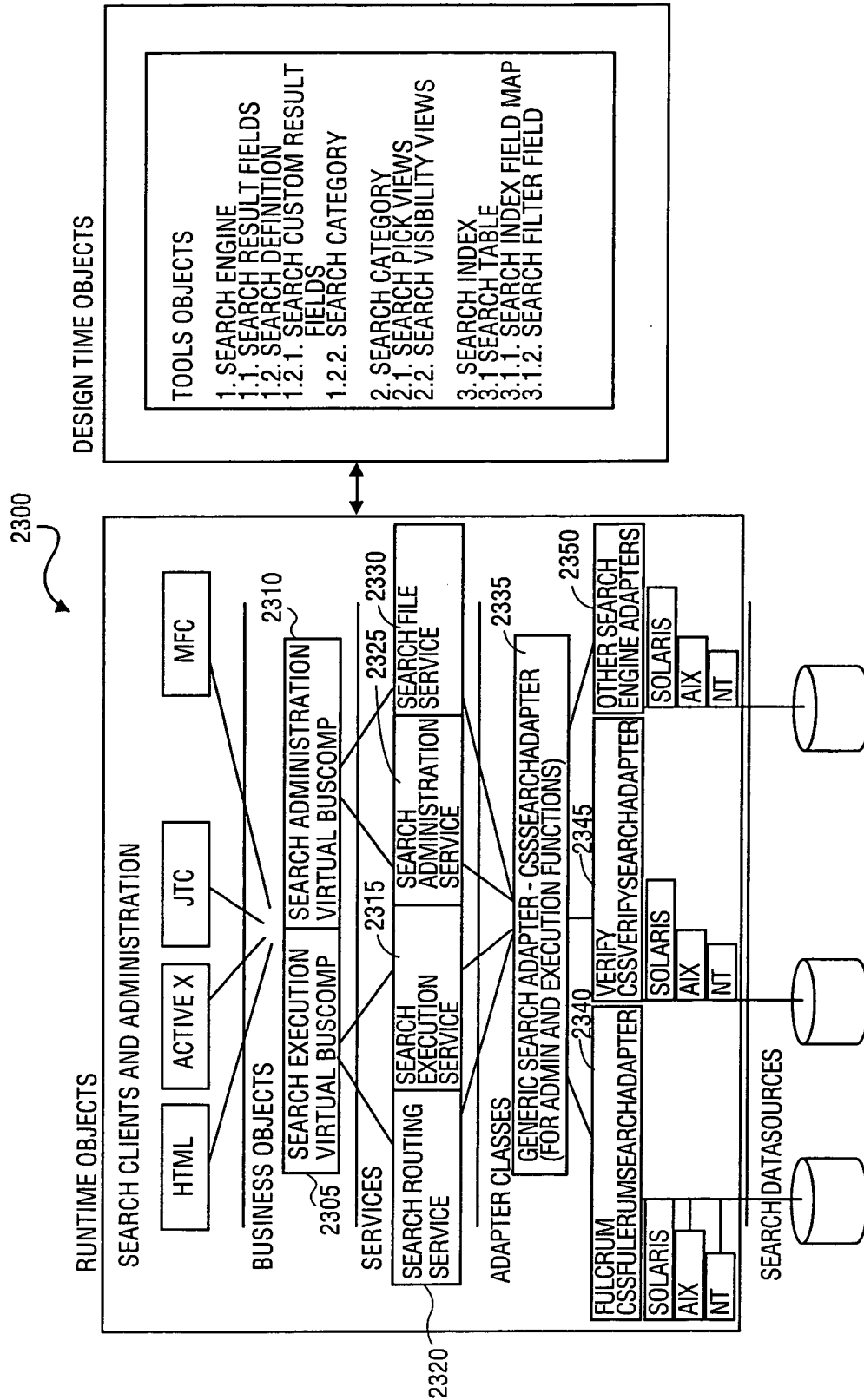
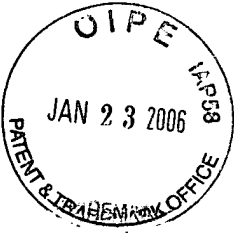


FIG. 23



Search

Look for: 2410  
All Employees

Last Name: 2415A Gorman  
First Name: 2415B Richard  
Division: 2415C  
2415D  
2415E

Search 2420A | Save 2420B | Reset 2420C | Help 515

CLOSE BUTTON 2405

FIG. 24

Search

Look for: 2505  
< - Service Request  
All Accounts  
All Contacts  
All Employees  
All Opportunities  
All Products  
Decision Issues  
Literature  
Resolution Documents  
Solutions  
Advanced Search 2510

Help

2500

FIG. 25



2600

2605

2405

2610

2620

2615

FIG. 26

Siebel Service 7.0

Service Request

File View Help Show My Service Requests

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request Favorites Accounts > \$1W Edit

Service = My Service Requests > Activity Plans

SR #: [ ]

References: [ ]

Account: [ ]

Sites: [ ]

Last Name: [ ]

First Name: [ ]

Primary Phone #: [ ]

Email: [ ]

Data Opened: [ ]

Current Time: [ ]

Sources: [ ]

2605

Look for: [All Employees] 2605

All Employees [ ] Gorman

First Name: [ ] Richard

Division: [ ]

Search [ ] Save [ ] Reset [ ] Help [ ]

Results

1 to 3 of 3

Last name	First name
Gorman	Richard
Gorman	Richard
Gorman	Richard

Activities

1 of 3 of 3

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Run Diagnostic software and routine peripheral utility and inspections.
Assessment	2-high	Done	Cost Repair

Summary

Name	Summary	Date Open
Hard Drive Failure	24-2346, Hard Drive Failure	06/10/2000
Server Service Process	2-1CU, Server Service Process	06/29/2000
Tech Support Call	26-234A, Tech Support Call	07/08/2000

Activities Attachments Solutions Related Sites Invoices Activity Plans Orders Customers

1 of 3 of 3

FIG. 27

Siebel Service 7.0

Service = My Service Requests > Activity Plans

Service Request

SR #:  2605

References:  2720

Account:  2715

Sites:  2725

Data Opened:  2605

Current Time:  2715

Sources:  2725

Activities

24-2346, Hard Drive Failure

2-1CU, Server Service Process

26-234A, Tech Support Call

Summary

Name	Summary	Data Open
Hard Drive Failure	24-2346, Hard Drive Failure	06/10/2000
Server Service Process	2-1CU, Server Service Process	06/29/2000
Tech Support Call	26-234A, Tech Support Call	07/08/2000

Activities

1 of 3 of 3

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Run Diagnostic software and routine peripheral utility and inspections.
Assessment	2-high	Done	Cost Repair

Results

Type	Summary
Literature	Powering the WD-2500I Ha
Literature	2-1 CU Server Service Proc
Literature	50211 WD-2500I Hard Drive
Service Request	24-234B Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-1 CU Server Service Proc



2815

2810

2805

2800

2820

FIG. 28

2905

2910

2900

FIG. 29





3000

3005

3010

FIG. 30

http://smqal142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Site Map Help Profile Logout

Address http://smqal142/calcenter.start.swe

Home Accounts Activities Agreements Assets Calendar Campaigns Communication Contacts Decision Issues Operations Orders

Show Search Indices

Search Indices:

Index Settings

Home New Copy Find 1 of 2

Home Language BNU Delete

Default Setting

Index Buscomp Refresh All Refresh No Records

Name	Index Buscomp	Table Name	Exists	External Location	Index Status	Save
Auction Item	Auction detail	FUL_AUCT			205 Records Indexed 0 Records Not Ignored	<input checked="" type="checkbox"/>
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Ignored	<input checked="" type="checkbox"/>
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Ignored	<input checked="" type="checkbox"/>
Document		FUL_EXTDOC	✓	WSWCALN142DWEdsearch_doc#	5 Records Indexed 4 Records Not Ignored	<input checked="" type="checkbox"/>
Literature	Sales Tool	FUL_LIT	✓		175 Records Indexed 0 Records Not Ignored	<input checked="" type="checkbox"/>
Product	Winner Product	FUL_PROD	✓		8 Records Indexed 4 Records Not Ignored	<input checked="" type="checkbox"/>
Resolution Documents	SR Resolution	FUL_RESDOC	✓			<input checked="" type="checkbox"/>



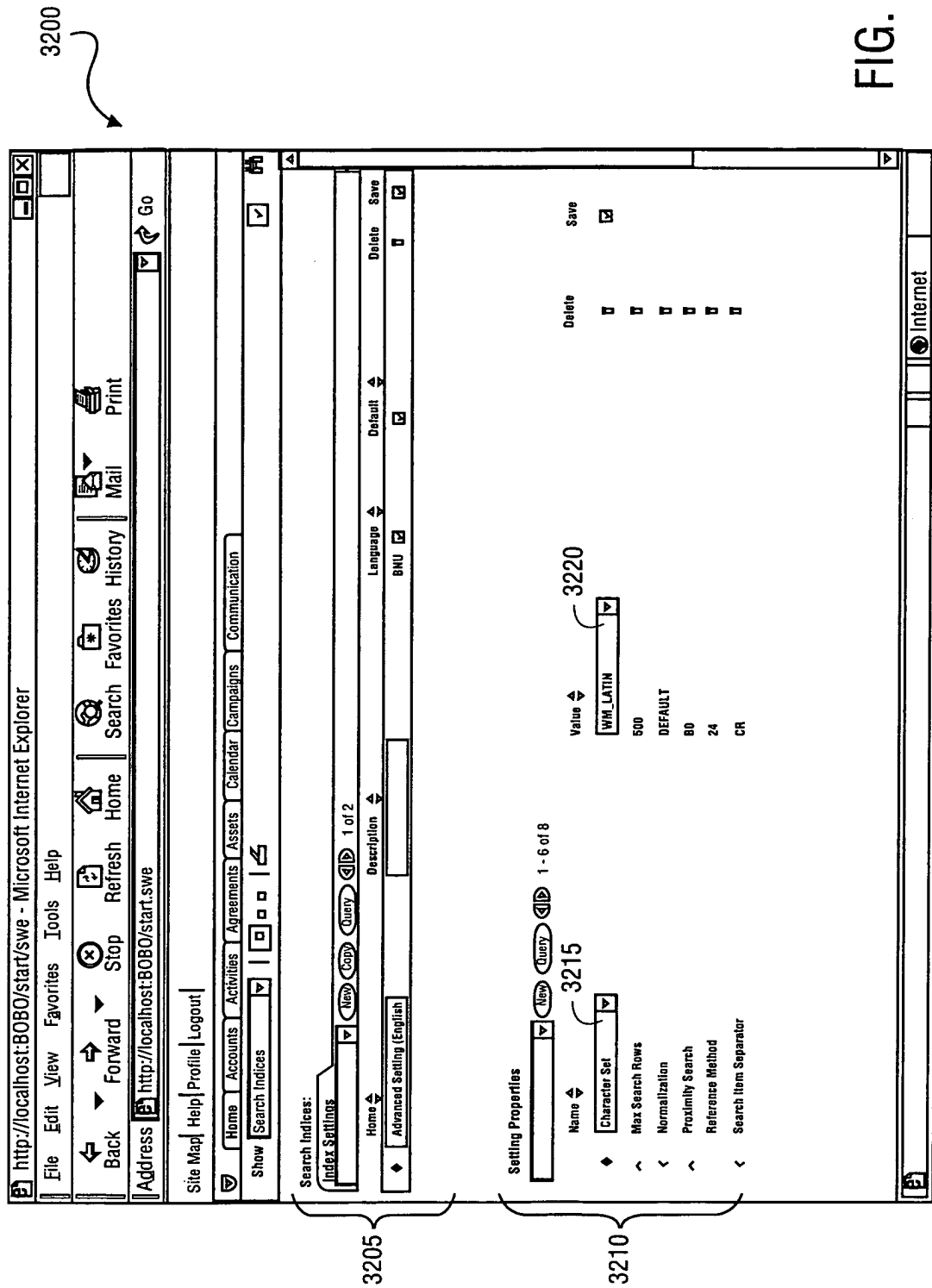
3100

http://smqalini42/calcenter/start.swe - Microsoft Internet Explorer  
File Edit View Favorites History Search Address http://smqalini42/calcenter.start.swe  
Back Forward Stop Home Go Query Help Site Map Help Profile Logout  
Home Accounts Activities Agreements Assets Calendar Campaigns Communication Contacts Decision Issues Operations Others  
Show Search Indices  
Search Indices:  
Index Settings  
New Copy Find Home  
Description Language GNU  
Delete Save  
Default Setting  
No Records  
Name Value  
Normalization DEFAULT  
Stop file c:\program files\Volcrum\ulitext\ulitext.stp  
Translation Label VAN\_LATIN

3105

3110

FIG. 31



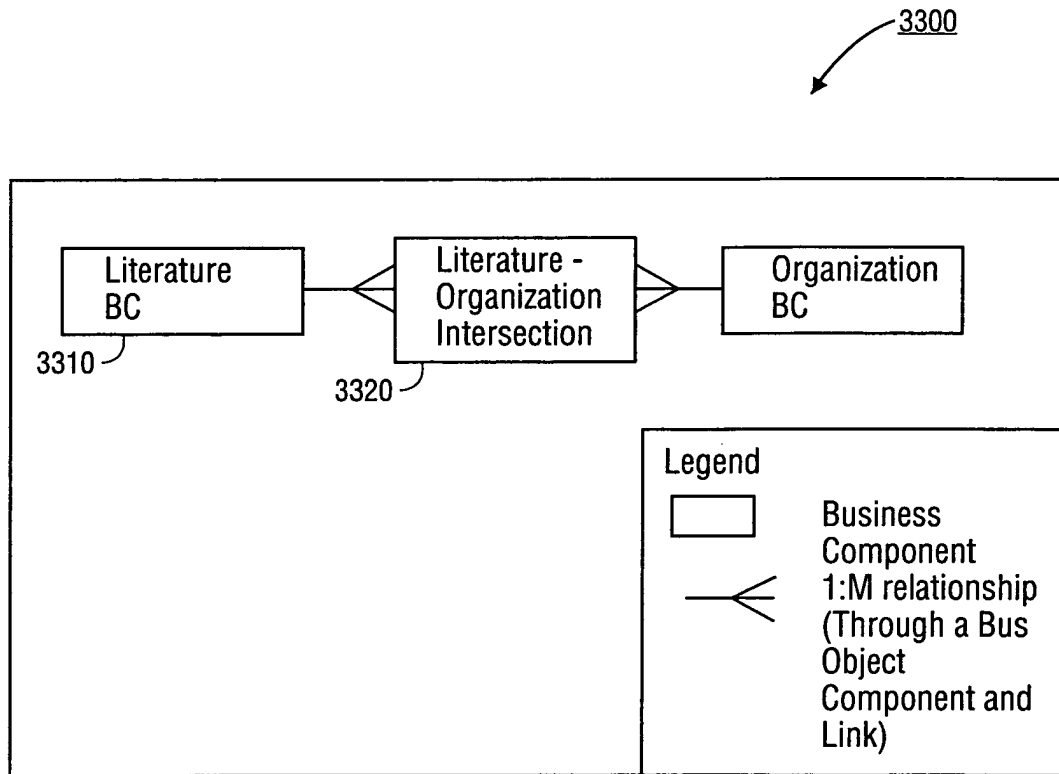
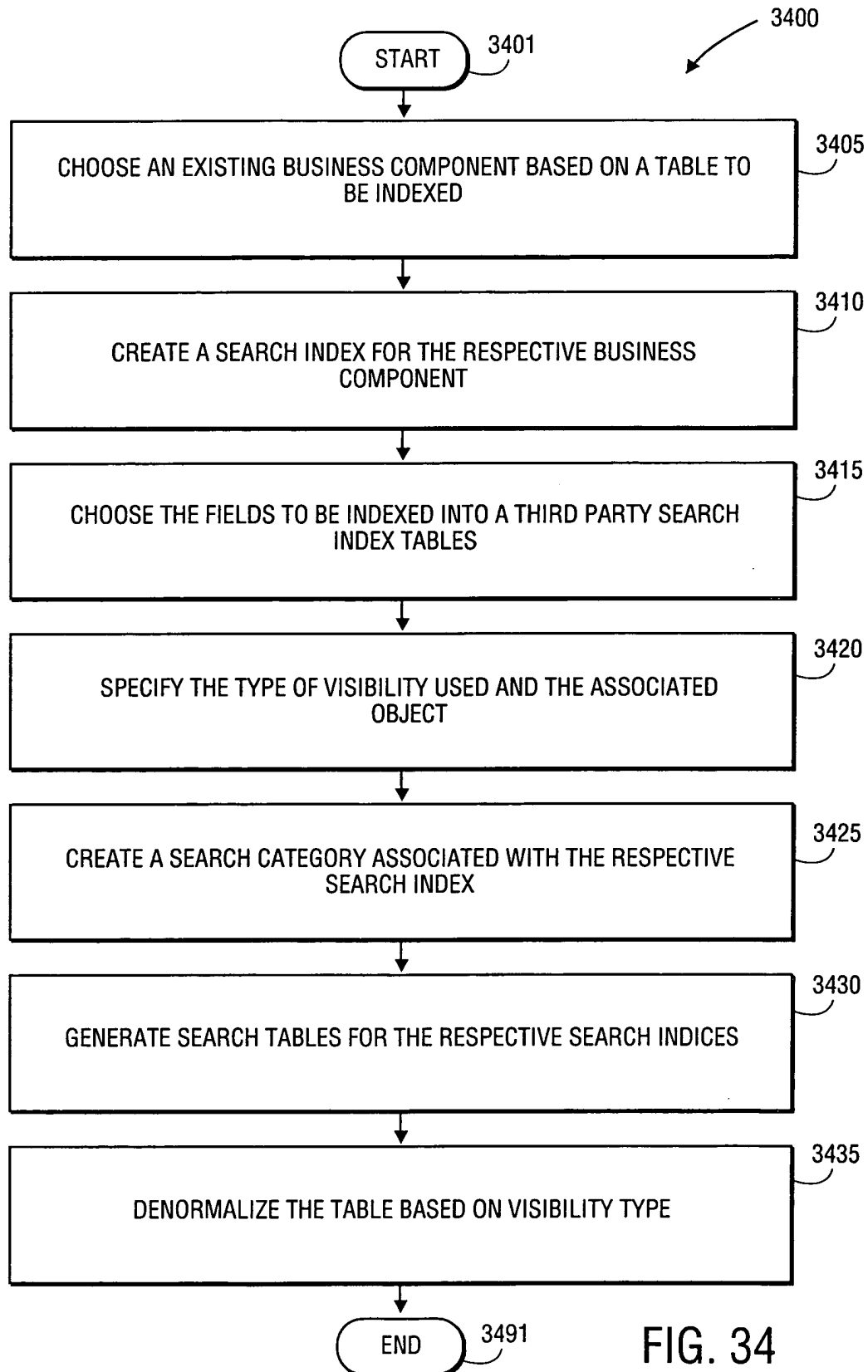
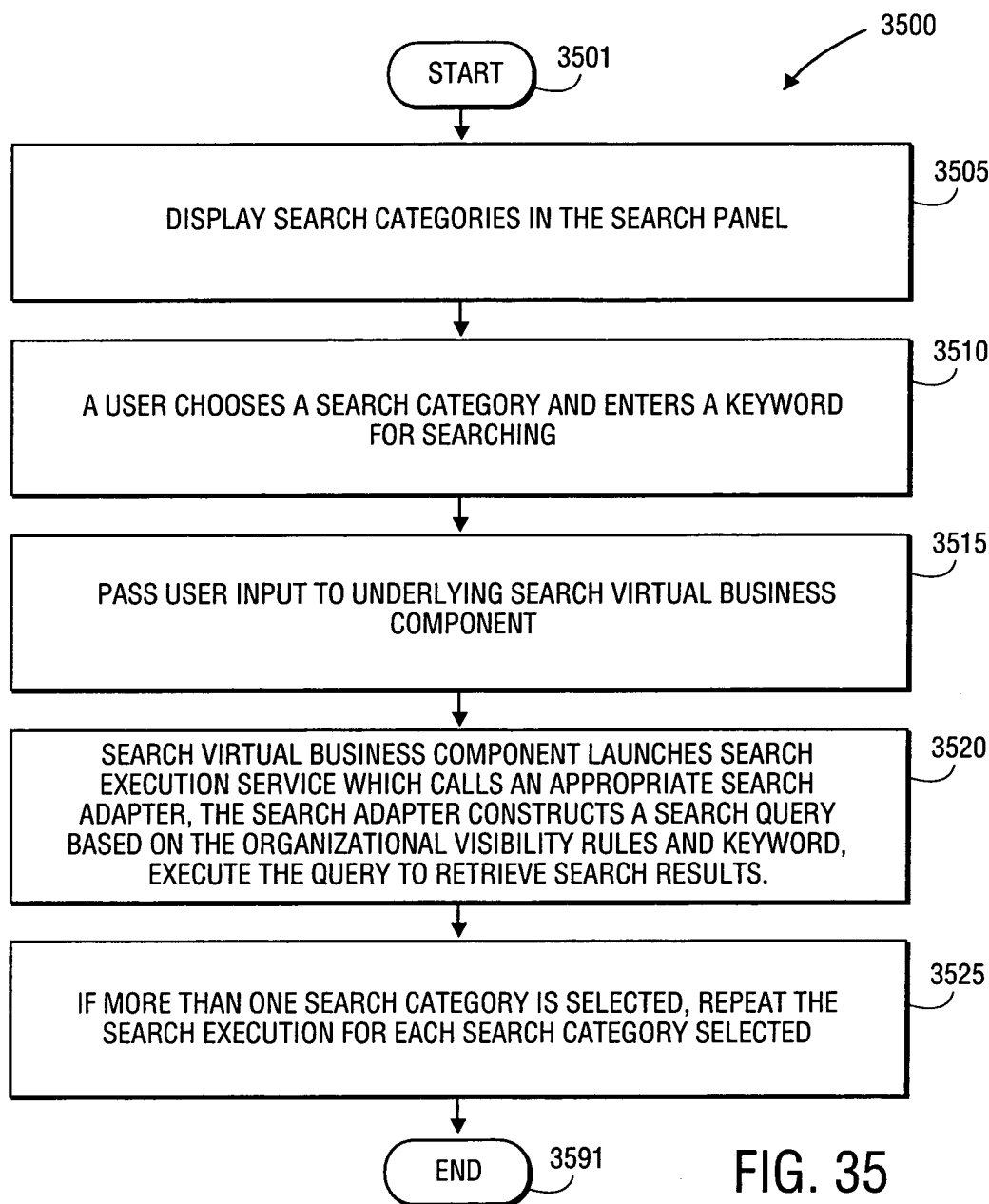


FIG. 33





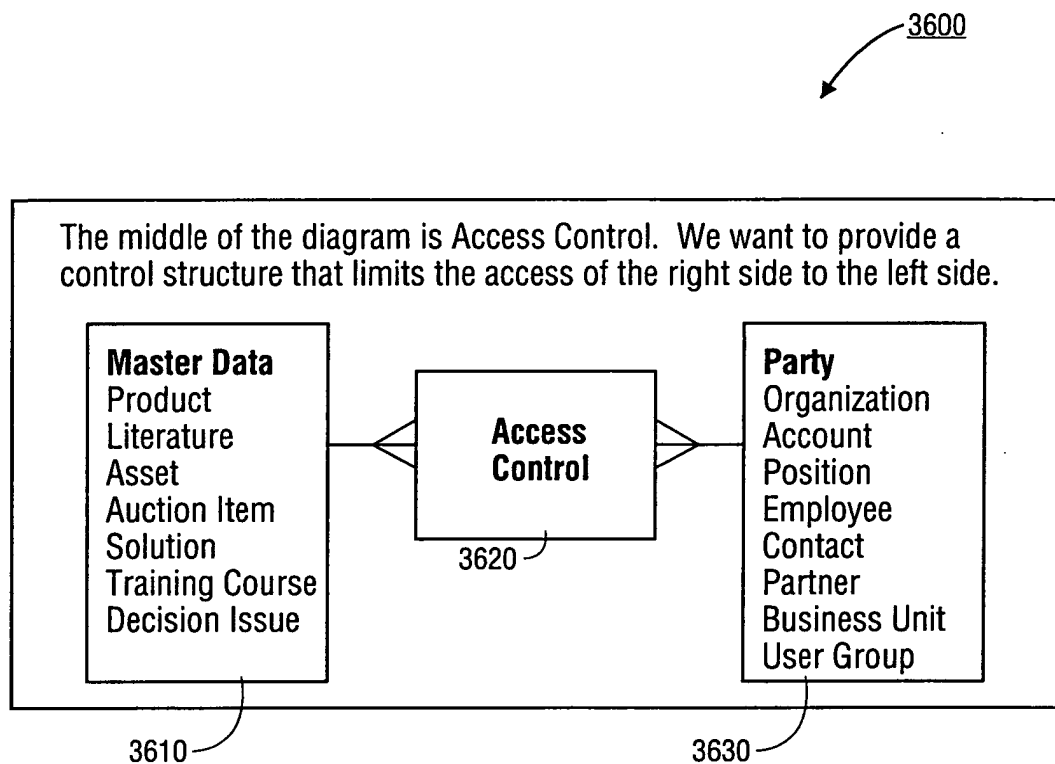
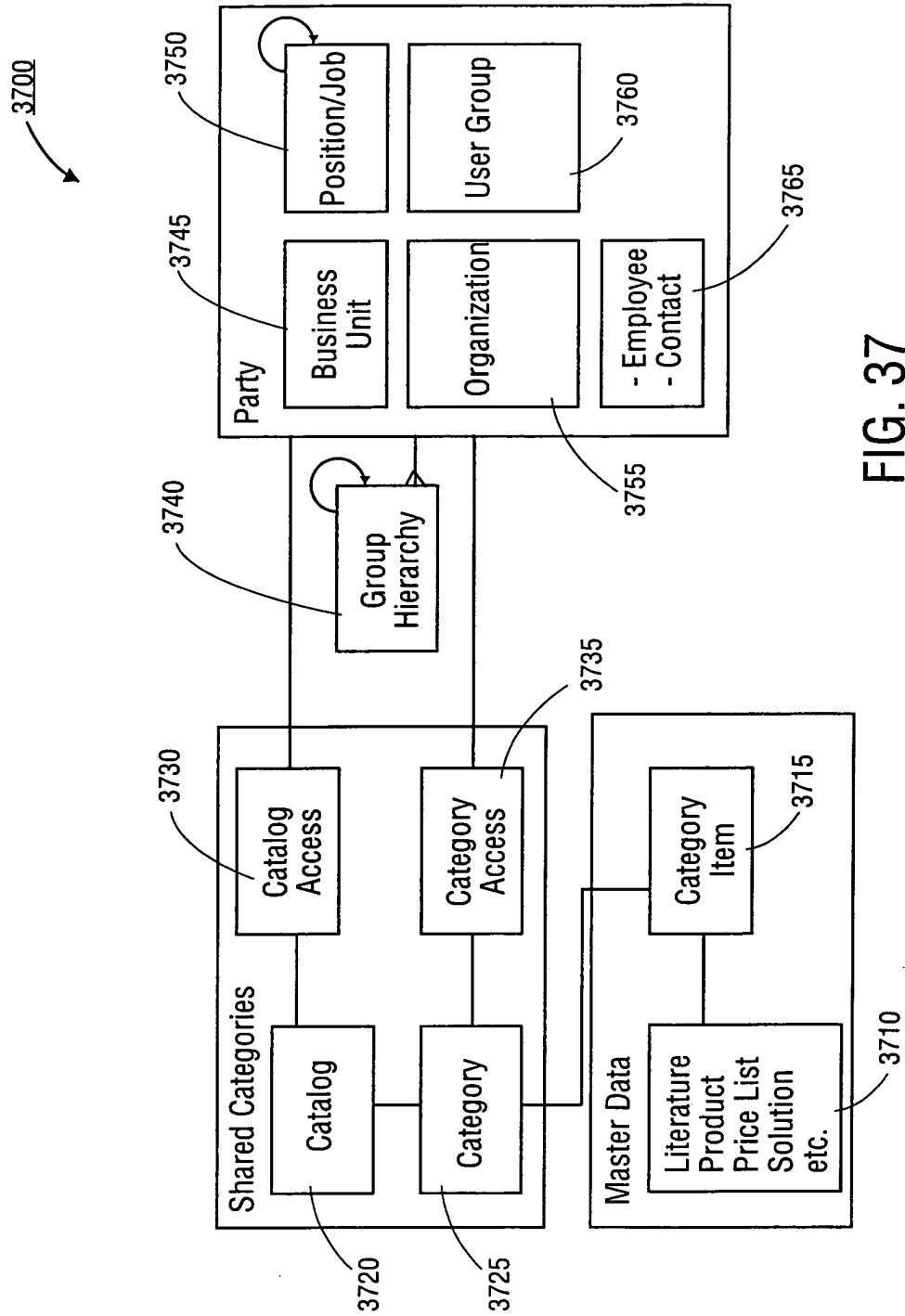


FIG. 36







3800

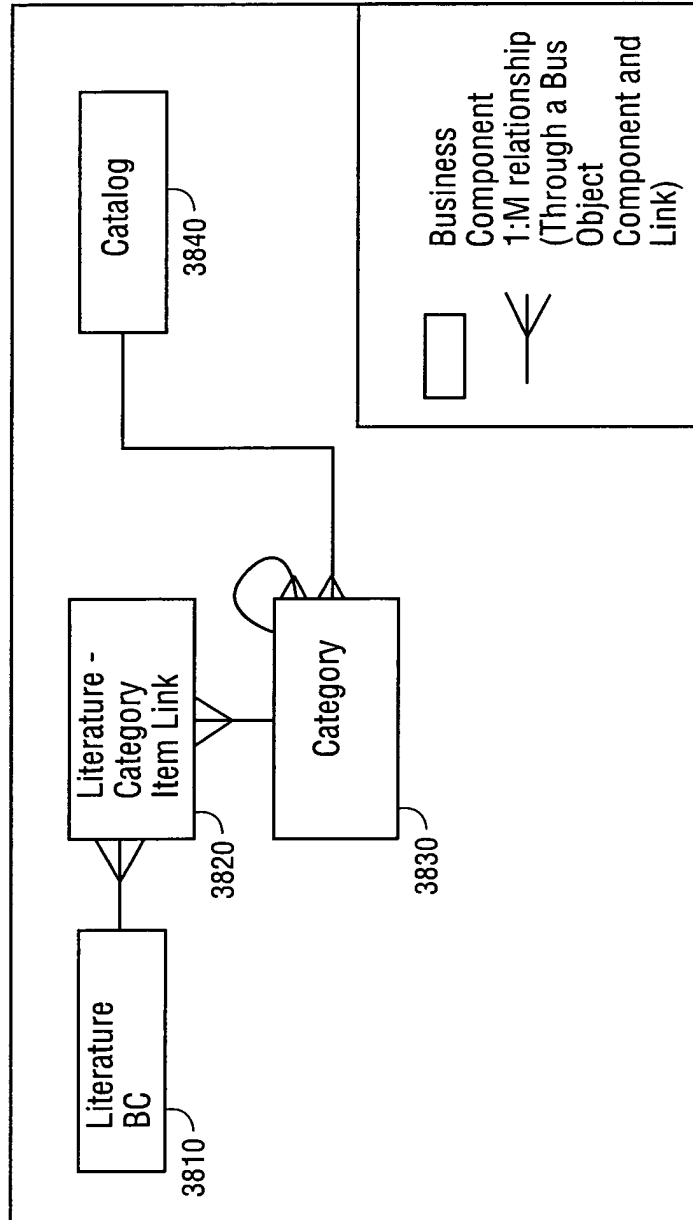


FIG. 38

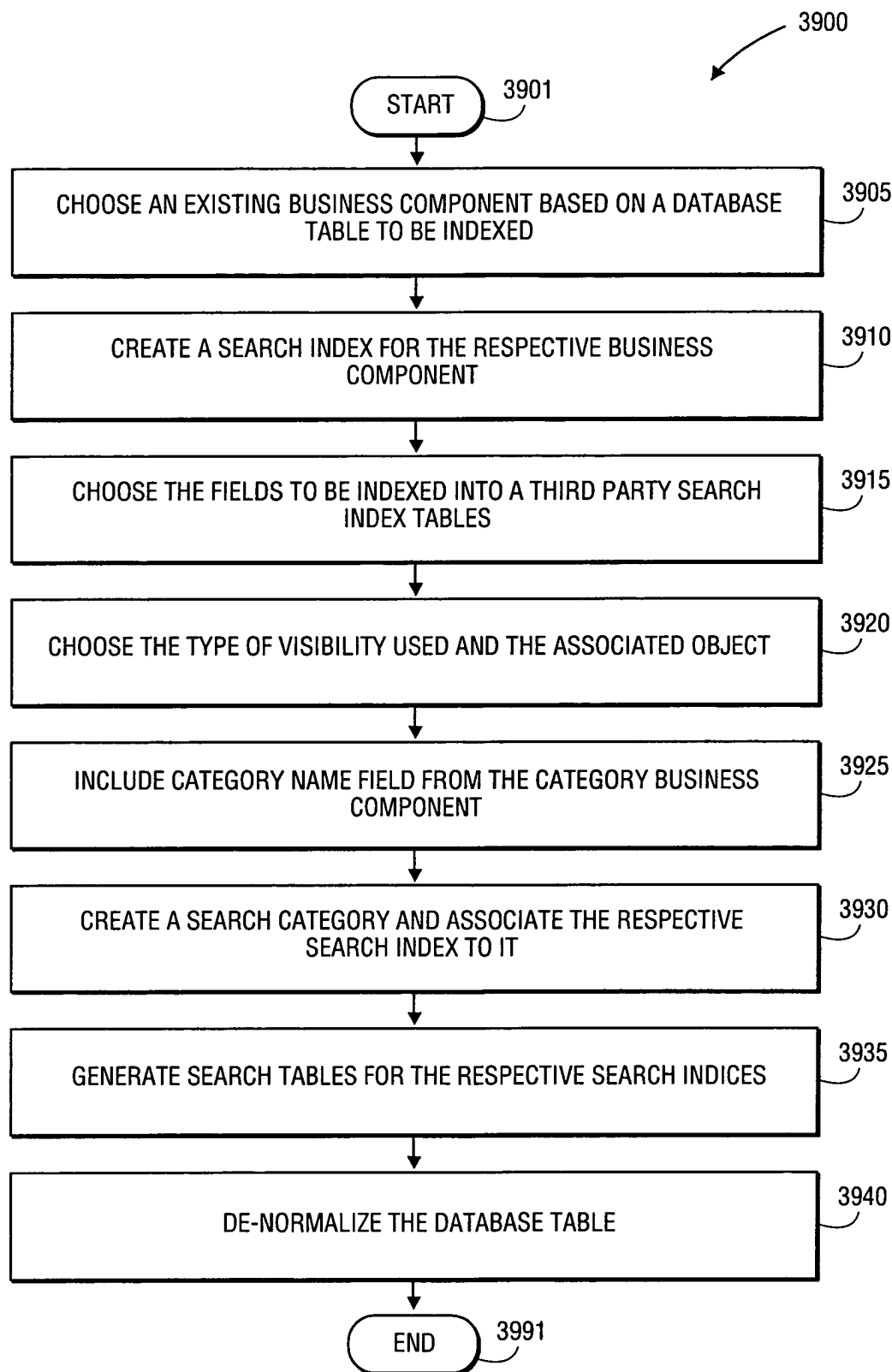


FIG. 39

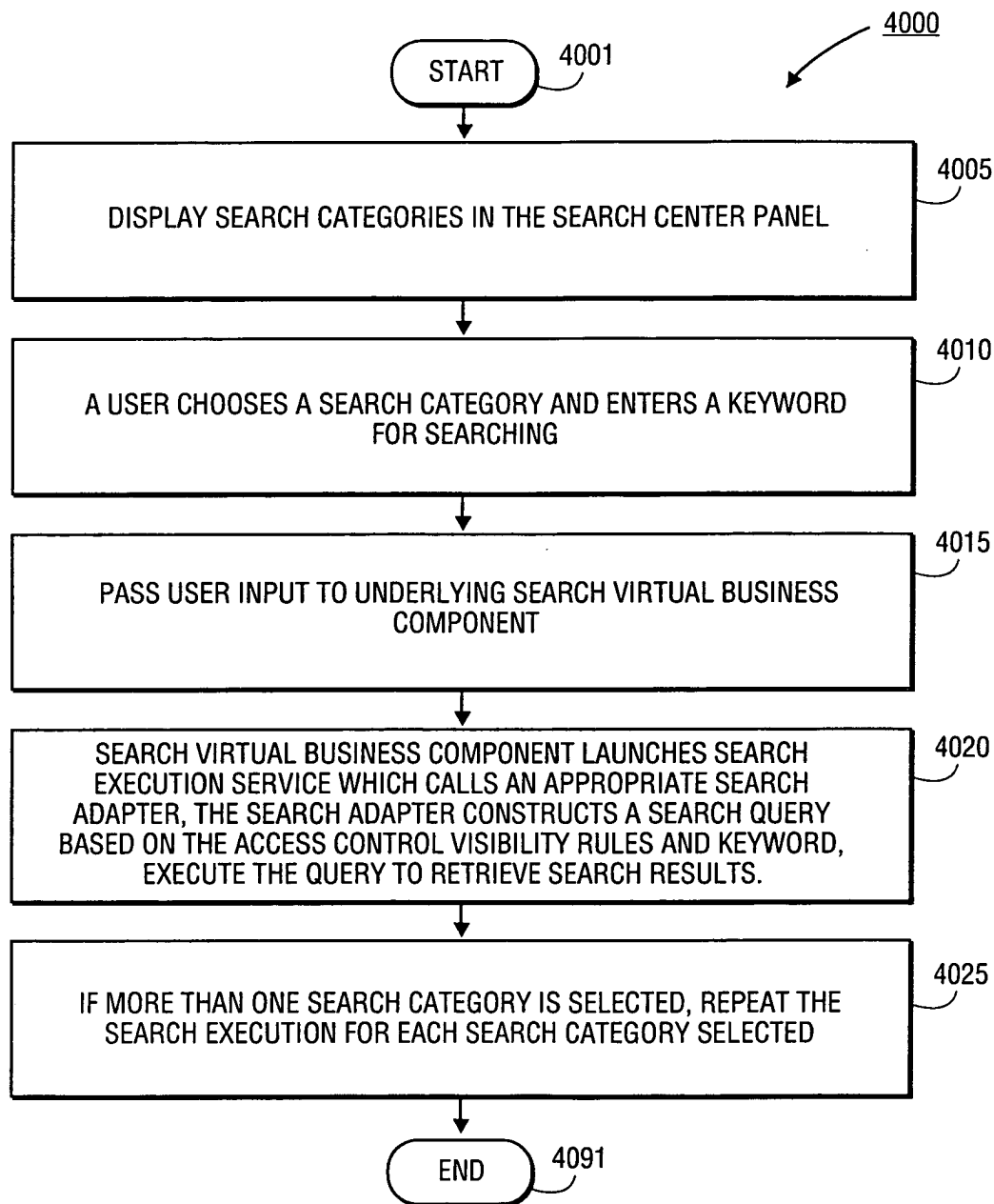


FIG. 40

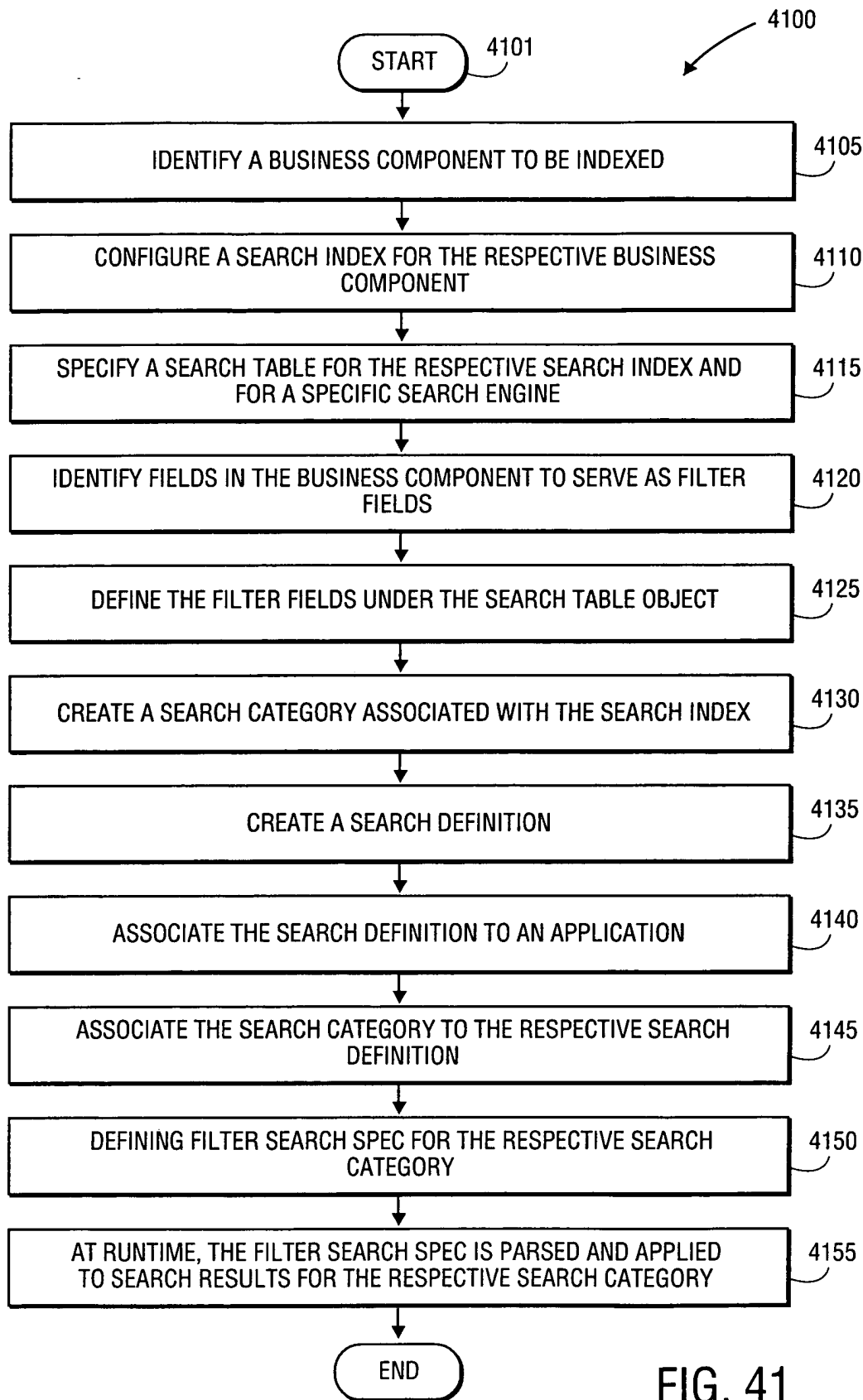


FIG. 41

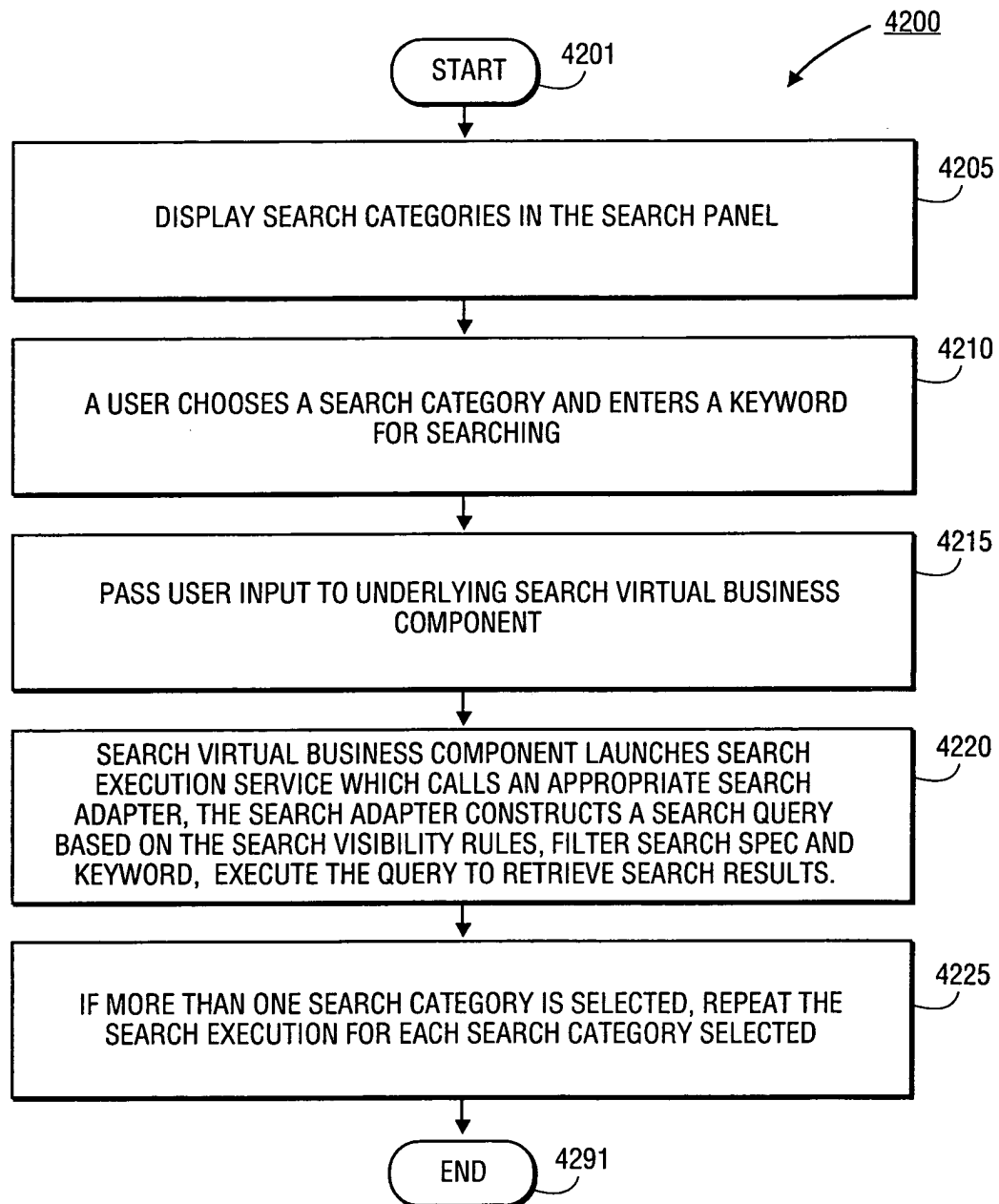


FIG. 42

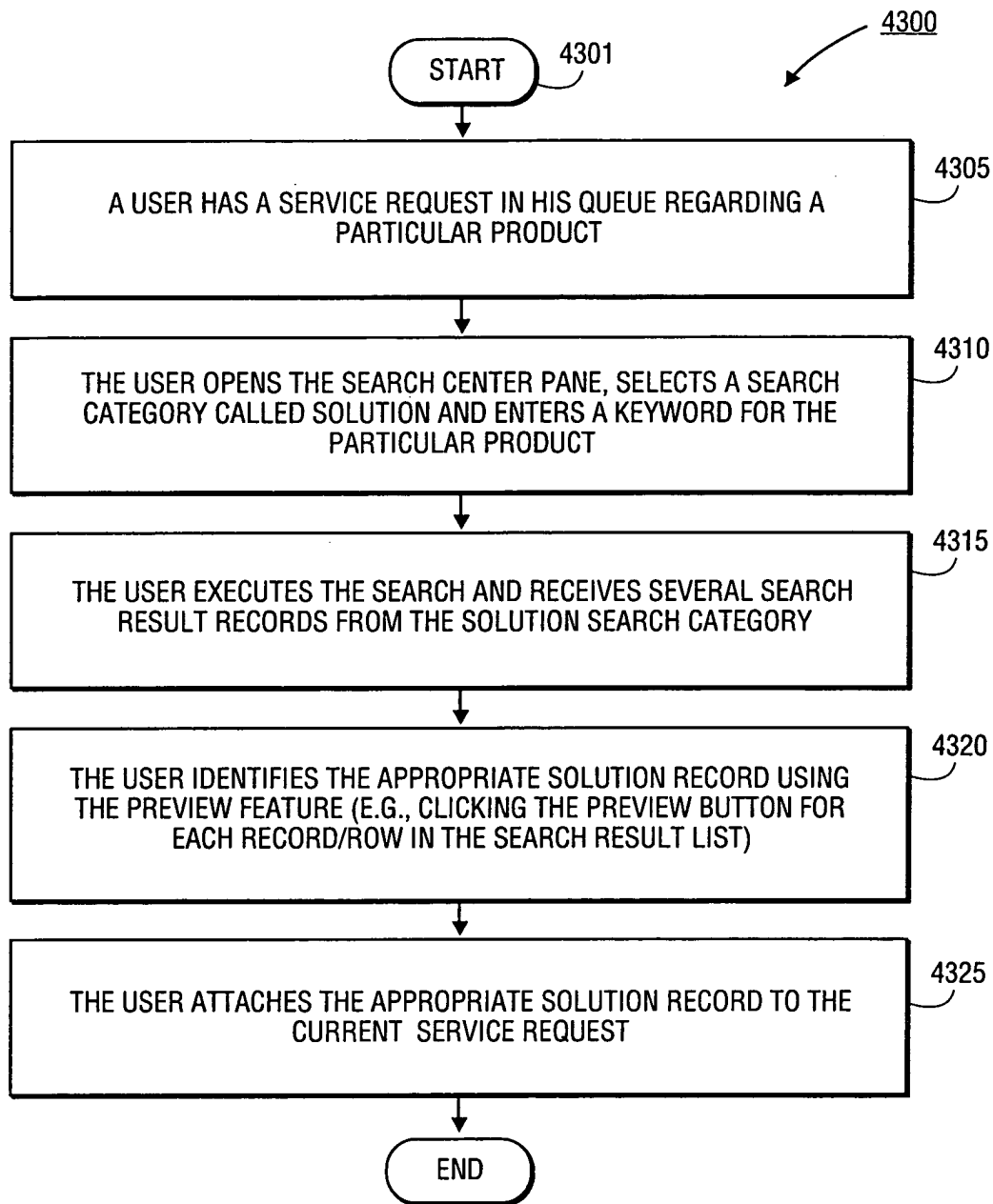


FIG. 43

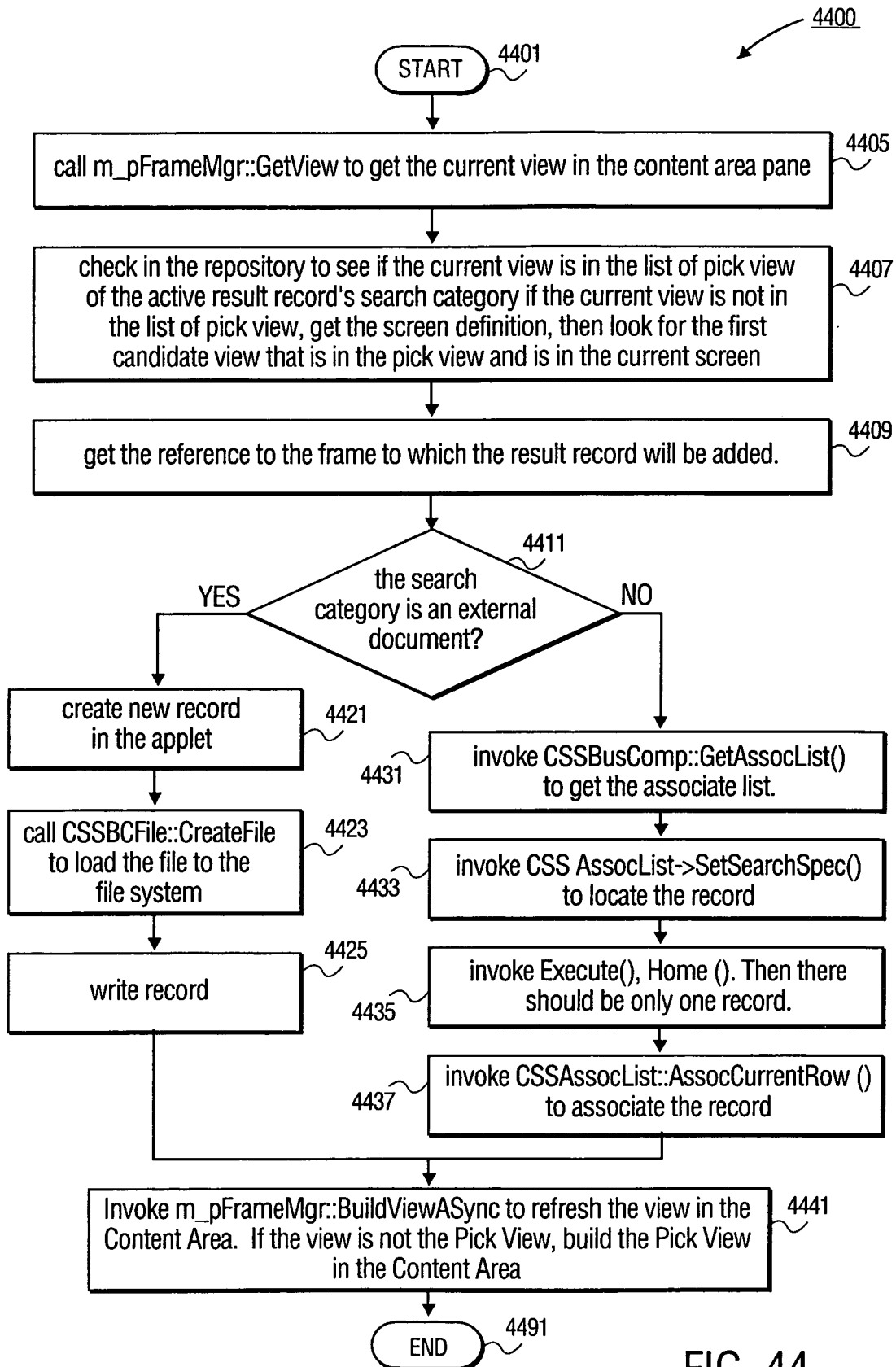


FIG. 44

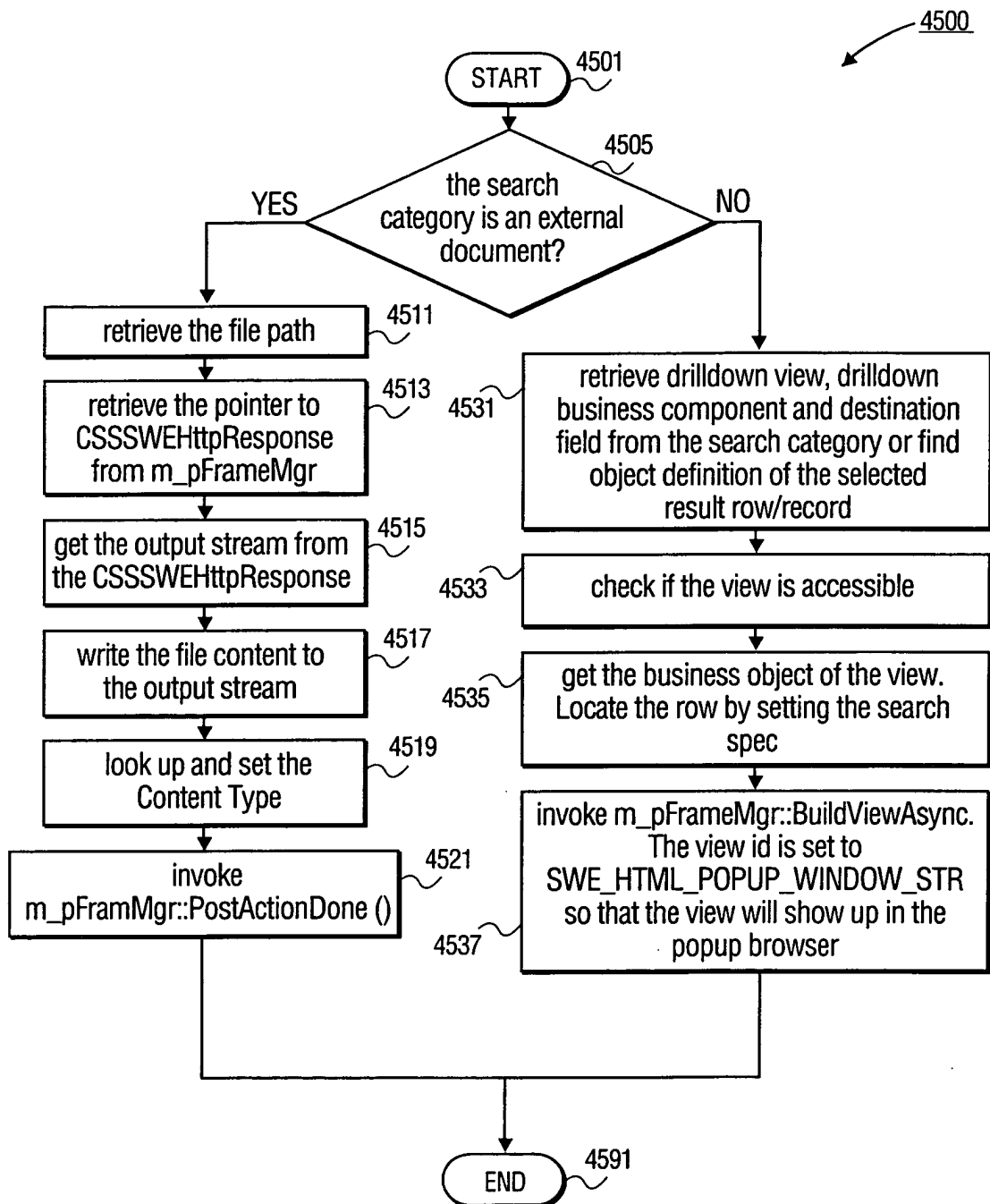


FIG. 45



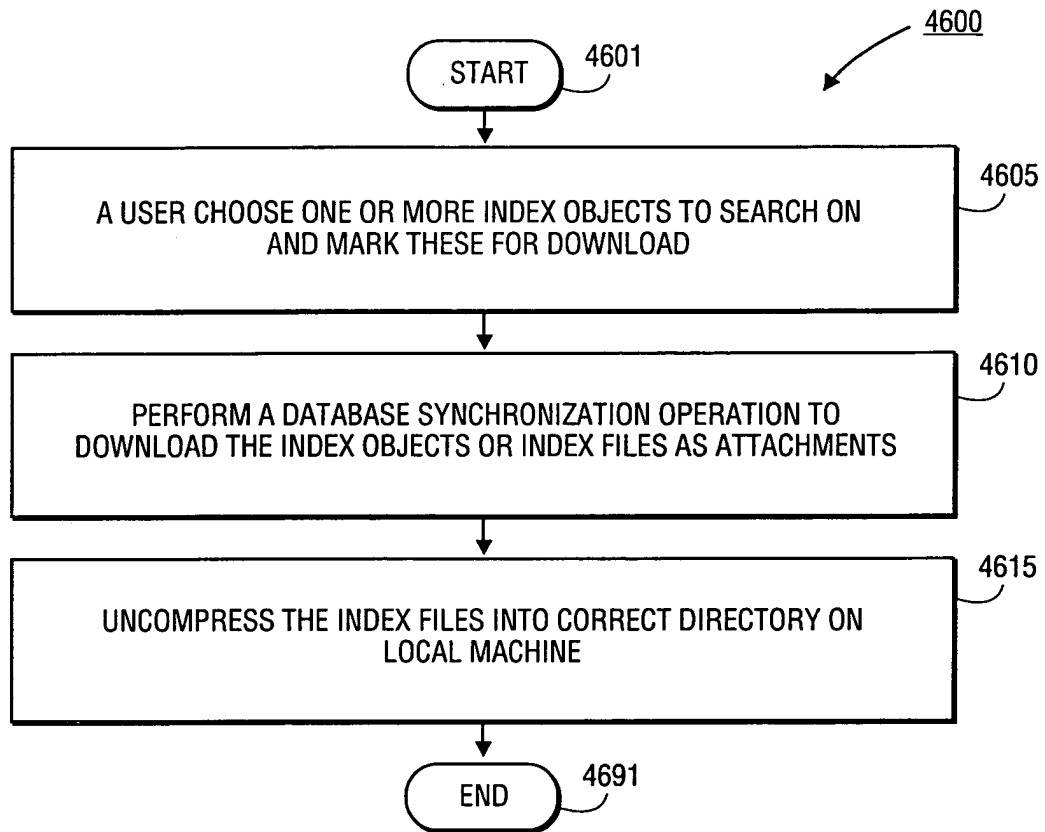


FIG. 46

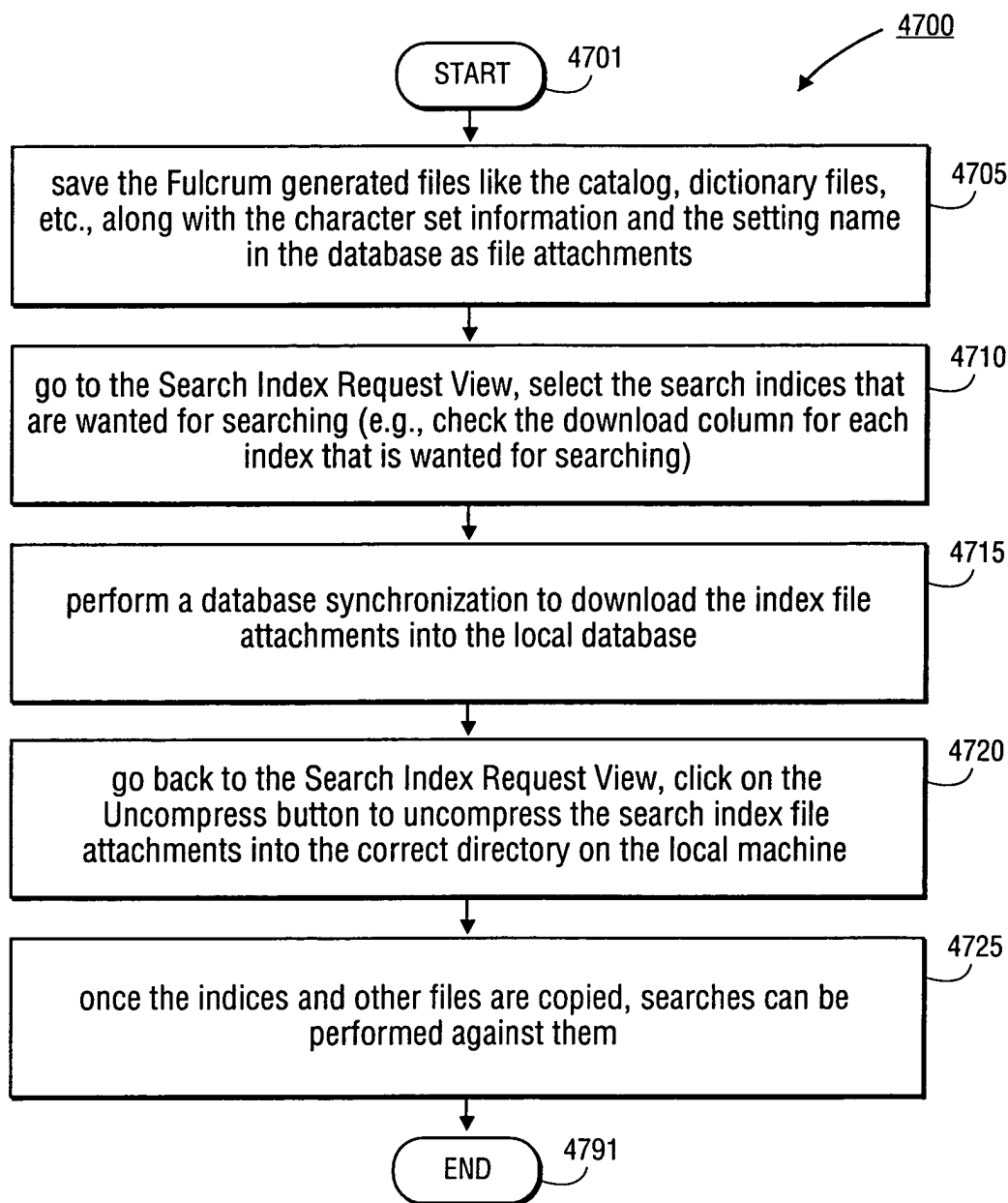


FIG. 47

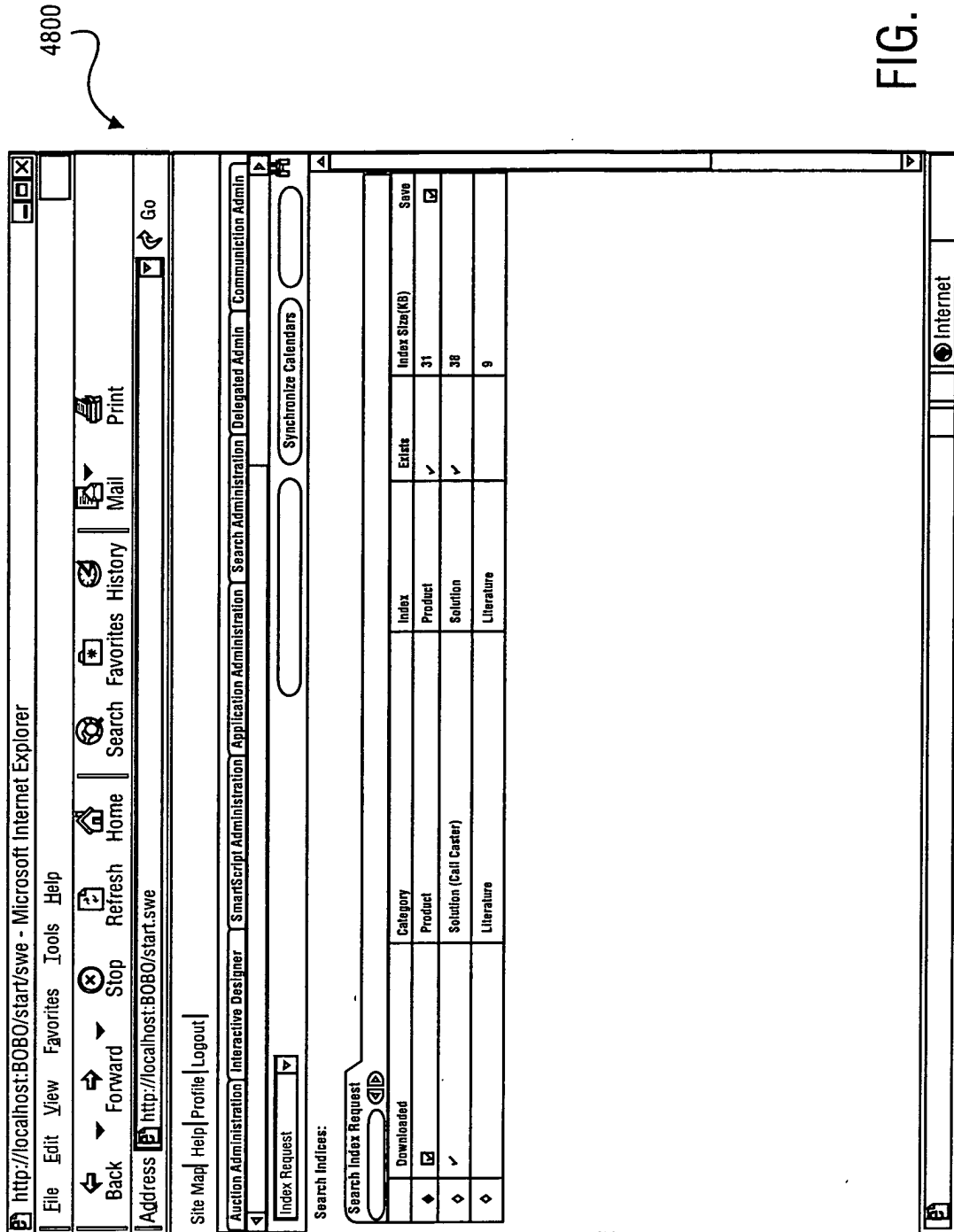
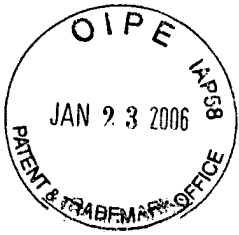


FIG. 48

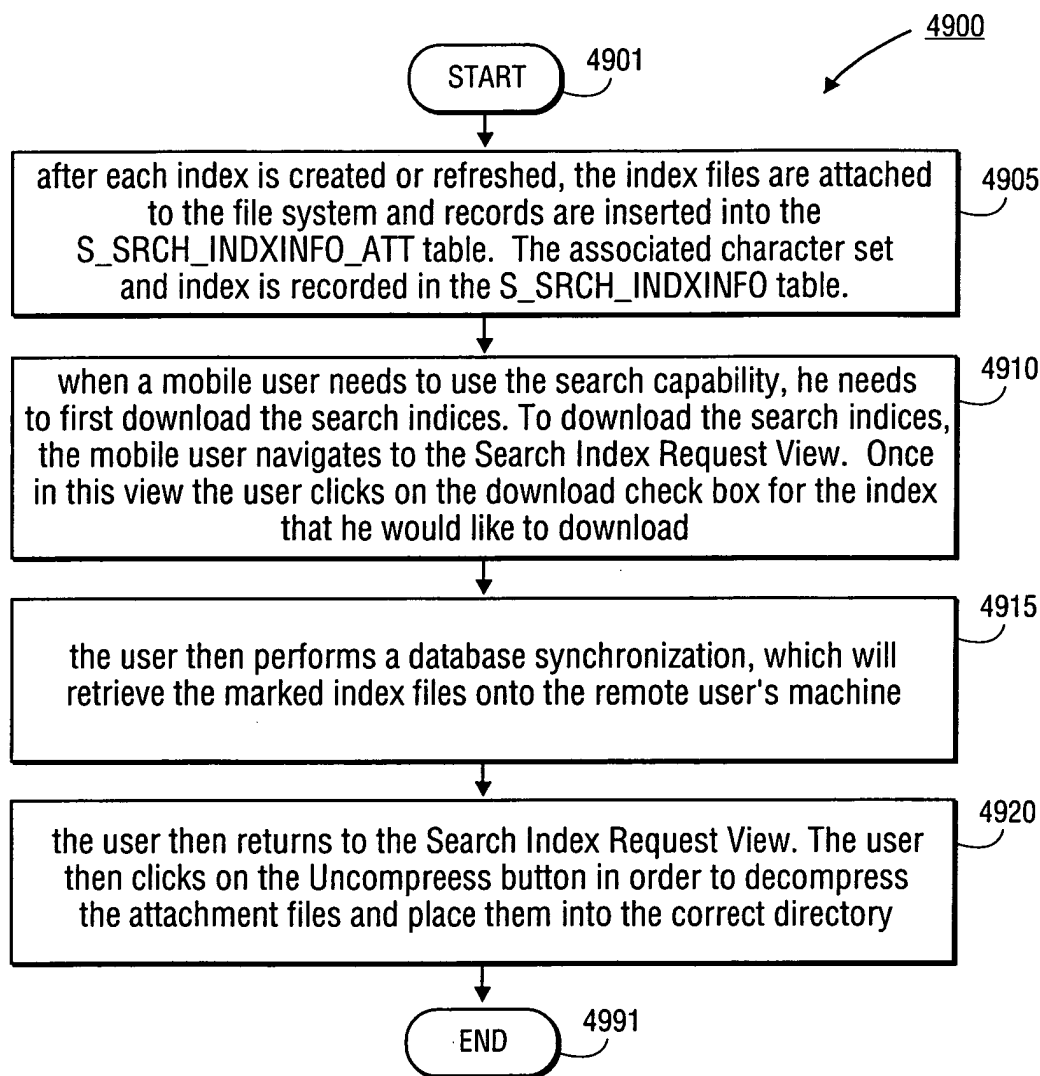


FIG. 49